GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:250
ANSWERED ON:10.08.2005
NON-DELIVERY OF MONEY ORDERS
Singh Shri Sitaram

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of persons who used the money-order service during the last three years;

(b) whether complaints regarding non-delivery and late delivery of money-orders have increased;

(c) if so, the number of complaints received so far in this regard from December, 2004 till date, State/Circle-wise;

(d) the action taken by the Government thereon;

(e) the steps taken by the Government to check occurrence of such cases ?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI DAYANIDHI MARAN)

(a) to (e): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 250 FOR 10TH AUGUST, 2005 REGARDING NON-DELIVERY OF MONEY ORDERS.

(a) The number of money orders issued in the years 2001-02 to 2003-04 is as follows:

Year booked (in Lacs)	Number of Money Order
2001-02	1122
2002-03	1050
2003-04	993
2004-05 (provisional figure)	1150

The data of number of persons who use money order service is not maintained. Hence, the data of Money Orders booked in the years 2001-02 to 2004-05 is placed on the table of the House.

(b), (d) & (e) The Money Order complaint figures of non-delivery and late delivery during 2001-02 to 2004-05 indicates a fluctuating trend as revealed by the figures below:

Year	No.of Complaints Relating to Non-delivery	No. of Complaints Relating to Late-delivery	Money Order Service traffic ratio	Complaintt
2001-02	70204	141360	0.451%	
2002-03	98730	177172	0.584%	
2003-04	19015	106222	0.359%	
2004-05	44329	171073	0.424%	

All complaints regarding non-delivery and late delivery of money orders are looked into promptly by the Department at all levels. While specific instances are resolved individually, system defects that come to notice are rectified to avoid recurrence of such instances. An enquiry is initiated on receipt of a complaint regarding non-payment of a money order and if no confirmation about its payment is received, a duplicate money order is issued. and payment effected immediately. Settlement of complaints is an on going process. Out of the complaints received in 2004-05, 99% were settled within 3 months. During 2004-05 action was taken against 177 employees for delayed and non- payment of money orders. The Department also transmits money orders through VSAT to bring down transmission time. There is a continuous review and monitoring of the Money Order Service to improve its efficiency for timely payment.

(c) The number of complaints circle-wise from December, 2004 to June, 2005 is as follows:

Name of Circle	Number of cases					
	Non-delivery Dec., 04	Delayed delivery Jan. to Mar., 05	Non-delivery Jan. to March, 05	Delayed delivery April to June, 05	Non-delivery April to June, 05	Delayed delivery
Assam	Nil	224	Nil	525	312	677
Andhra Pradesh	285	384	151	806	578	954
Bihar	Nil	207	Nil	960	212	401
Chhatisgarh	Nil	493	Nil	07	Nil	431
Delhi	Nil	5460	Nil	10874	Nil	8500
Gujarat	288	333	594	638	250	766
Haryana	524	264	1064	1438	536	1371
Himachal Pr.	318	201	163	426	46	1123
J & Kashmir	148	107	287	323	676	403
Jharkhand	468	152	56	915	39	815
Karnataka	36	352	77	1143	74	669
Kerala	32	423	53	1053	Nil	1245
Madhya Pradesh	39	84	90	815	141	936
Maharashtra	Nil	0	Nil	1153	05	1860
North East	Nil	133	Nil	470	305	677
Orissa	108	500	324	1526	210	652
Punjab	3872	823	9049	1186	247	425
Rajasthan	343	592	654	845	981	491
Tamil Nadu	188	714	328	2272	279	4963
Uttar Pradesh	458	2681	607	5154	19	5493
Uttaranchal	11	518	51	893	587	1257
West Bengal	24	1124	49	2819	80	1903
APS	176	329	588	867	504	854
Total	7318	16098	14185	37108	6080	36866